INTRODUCTION

WELCOME TO MIZZOU AVIATION

We are happy to present you with a copy of Mizzou Aviation Employee Handbook. This booklet has been designed to help you know your company better. Whether you have been with us for a short time or for a number of years, we want you to know how much we appreciate the contribution you are making to the continued successful operation of Mizzou Aviation In return for your loyal ty and cooperation, we believe it to be our responsibility to keep you accurately informed of our policies and procedures.

The steady growth of this organization since its inception has been planned, coordinated and controlled within the framework of our high caliber of personnel. This stable growth can be maintained only through the cooperative spirit you have demonstrated in the past. It is only by your continued efforts that this company shall be in a position to expand and improve upon the benefits that it can provide for you now and in the future.

This booklet is a summary of the principles for which we stand, the benefits to which you are entitled, and the obligations you assume as an employee. We do not intend that any "rule" or "policy" cause an undue hardship for any employee. We set them forth simply to let you know what to expect from Mizzou Aviation and what will be expected of you.

Please understand that this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract. The company reserves the right to change or revise policies and procedures whenever such action is warranted.

You are requested to read your handbook carefully and keep it for future reference. If you should have any questions concerning the policies or benefits outlined in this booklet, please ask your supervisor about them as he/she will be glad to be of help to you.

It is a pleasure to welcome new employees, and to extend best wishes for continued success to those who have become a part of the growth and progress of our organization. We are sincerely proud to have you as a member of our team.

Sincerely,

John P. Brown
President, CEO

THE HISTORY OF OUR ORGANIZATION

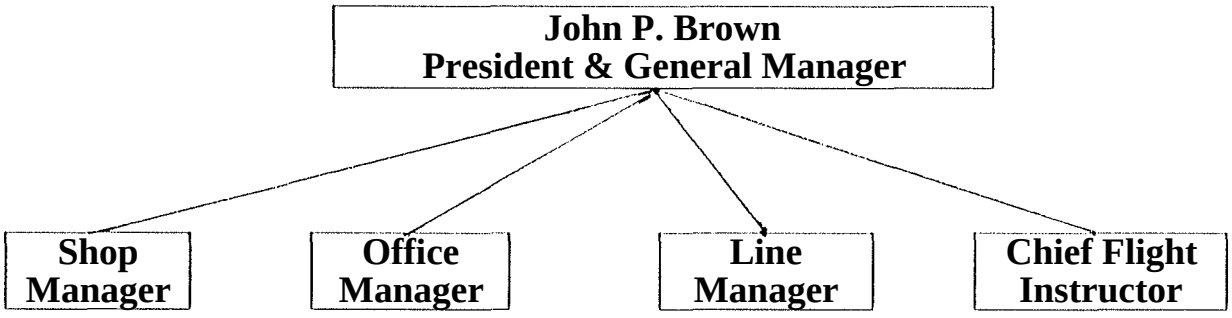
Mizzou Aviation was originally founded in 1961 by a gentleman named Arch McEwen of St. Louis, who also owned the St. Louis Flying Service. Arch was killed in a plane crash, and the company was acquired by Cecil Van Tuyl, who owned Mizzou, St. Louis Flying Service, Decatur Aviation, Decatur, Illinois, K.C. Piper, Olathe, KS, and ADI, the Piper Aircraft Distributor for the region. Mr. Van Tuyl is also the owner of Van Chevrolet, one of the largest auto dealerships in the midwest.

Mr. Van Tuyl sold Mizzou Aviation to Kenneth Childress, a local Joplin businessman, in July 1968. Mr. Childress put the company in a corporation he owned that was inactive at the time, RLS Rental Company. Therefore, our legal name is RLS Rental Company, d.b.a. Mizzou Aviation. He had originally "made his fortune" in the mining business when the great Tri-state lead and zinc mining industry was booming in the Joplin area. After the mines closed in the late 1950's, he owned a trucking company, primarily transporting gasoline. He had become interested in flying and bought a Piper Cherokee 180 in 1967, which ultimately lead to his interest in acquiring Mizzou.

At the time, there was a competitor on the field called Joplin Flying Service, which was managed by John P. Brown. On January 1, 1969, Mr. Childress bought Joplin Flying Service and hired John Brown to manage the combined operation, under the name of Mizzou Aviation. Mr. Childress died in 1981, but the business has continued to be owned by his widow, Waneta Childress, through a trust. John Brown became a minority stockholder in the business at that time, and continued to serve as General Manager and Chief Executive Officer. In June, 1993 he acquired 100% ownership of the company. He is the corporate President, with his wife, Candy as Vice-President, and their daughter, Molly as Secretary-Treasurer. He also serves in the technical positions of Director of Operations, Chief Pilot, and FAA Designated Pilot Examiner.

The company is a service-oriented, Fixed-Base Operation engaged in all aspects of airplane activities and support specifically: Flight Training on an International basis; Airplane Charter; Aircraft Maintenance; Aircraft Hangaring, Aircraft Re-fueling, Aircraft Rental; Aircraft Sales; and other related activities.

ORGANIZATIONAL CHART



THE TEN COMMANDMENTS OF GOOD BUSINESS

OUR BUSINESS IS PEOPLE

1. CUSTOMERS are the most important people in any business.
2. CUSTOMERS arc not dependent upon us -- we are dependent upon them.
3. CUSTOMERS are not an interruption of work -- they are the purpose of it.
4. CUSTOMERS do us a favor when they call -- we are not doing them a favor by serving them.
5. CUSTOMERS are part of our business -- not outsider's.
6. CUSTOMERS are not a cold statistic -- they are people like us with feelings and emotions.
7. CUSTOMERS are not people to argue or match wits with.
8. CUSTOMERS are the ones who bring us their needs -- it is our jobto fill these needs.
9. CUSTOMERS are deserving of the most courteous and attentive treatment we can give them.
10. CUSTOMERS are the life blood of this and every other business -- they provide our jobs!

THE CUSTOMER AND YOU

In your contacts with customers, YOU -- for these moments -- represent Mizzou Aviation as far as they are concerned. Our reputation with the customer is at stake -- and it’s in YOUR hands. Your actions and attitude can strengthen the company or can quickly turn the customer against us. You have everything to GAIN by being courteous and friendly. If just once we fail to serve our customers, they may leave us -- never to return.